CLAIM AMENDMENTS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (currently amended) A method comprising:

inquiring, from a remote location, a status of an upper-layer communication indicator wherein the status is retrieved from a remotely located device;

entering the status into data storage;

performing a first set of actions when the status indicates valid upper-layer communication; and

performing a second set of actions when the status indicates invalid upper-layer communication.

2. (currently amended) The method, as recited in claim 1, wherein the inquiring comprises:

a service technician from the remote location requesting an end-user to provide the status of a light emitting diode (LED) on a Digital Subscriber Loop (DSL) transceiver.

3. (original) The method, as recited in claim 1, wherein the upper-layer communication indicator indicates a Point to Point Protocol Over Ethernet (PPPoE) authentication status.

4. (original) The method, as recited in claim 1, wherein

the upper-layer communication indicator indicates a layer 3 or above communication status.

5. (original) The method, as recited in claim 1, wherein entering the status into data storage comprises a service technician entering data into an electronic job ticket.

6. (original) The method, as recited in claim 1, wherein performing the second set of actions comprises a service technician advising an end-user to perform a corrective action to a local configuration.

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7. (original) The method, as recited in claim 1, wherein

performing the second set of actions comprises a service technician performing a corrective action at the remote location.

8. (original) The method, as recited in claim 1, wherein

performing the first set of actions comprises sending a service technician to an end-user location to perform a set of troubleshooting actions.

9. (currently amended) A transceiver comprising:

a connection port configured to communicate data signals from a computer <u>positioned at a local location to a remotely located</u> service provider device; and

a first status indicator<u>, positioned at the local location,</u> configured to indicate <u>and communicate</u> at least a layer 3 or above communication status between the computer and the service provider device.

10. (original) The transceiver, as recited in claim 9, wherein

the first status indicator indicates a Point to Point Protocol Over Ethernet (PPPoE) authentication status.

11. (original) The transceiver, as recited in claim 9, wherein the service provider device is a Digital Subscriber Loop Access Multiplexer (DSLAM).

12. (currently amended) The transceiver, as recited in claim 9, further comprising: a second status indicator configured to indicate a layer 2 connection status between the computer ~~and~~ <u>remote to</u> the service provider device.

13. (original) The transceiver, as recited in claim 12, wherein the second status indicator is a wide area network status indicator.

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14. (original) The transceiver, as recited in claim 9, further comprising: a second status indicator configured to indicate a layer 1 status of the transceiver.

15. (original) The transceiver, as recited in claim 14, wherein the second status indicator is a power status indicator.

16. (currently amended) A method of digital subscriber line service maintenance, the method comprising:

detecting a digital subscriber line (DSL) related troubleshooting event at a remote service terminal that supports an end-user computer having a DSL connection at a local site;

inquiring, from the remote service terminal, a status of a visual upper-layer communication indicator associated with a digital subscriber line (DSL) line terminating at the DSL connection of the end-user computer at the local site;

entering the status of the visual upper-layer communication indicator into data storage coupled to the service terminal in connection with the DSL related troubleshooting event;

performing a first set of maintenance actions when the status indicates valid upper-layer communication; and

performing a second set of maintenance actions when the status indicates invalid upper-layer communication.

17. (currently amended) The method, as recited in claim ~~1~~ 16, wherein

the upper-layer communication indicator is a Point to Point Protocol Over Ethernet (PPPoE) authentication status indicator.

18. (currently amended) The method, as recited in claim ~~1~~ 16, wherein

the upper-layer communication indicator indicates a layer 3 or above communication status, wherein layer 3 is defined by the seven layer OSI model.

19. (currently amended) The method, as recited in claim 1 16, wherein performing the first set of actions, but not the second set of actions, comprises sending a service technician to the end-user location to perform a set of troubleshooting actions on the end-user computer.